7166

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE LEVEL MANAGEMENT (SLM)

the specification of which was filed May 23, 2000 and granted U.S. Serial No. 09/577,232.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

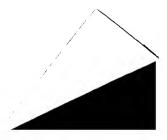
I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Priority

Prior Foreign P	CT Applic	ation(s)and	d any priori	ty claims (under 35 U.S.C. (Claimed	
(Number)	(Coun	try if PCT so	indicate)	(DD/MN	I/YY Filed)	() ()	YES NO	
subject matter in the manner to disclose ma	nal applic r of each provided iterial infol ween the 1	ation(s) de of the clain by the first mation as	signating ti ns of this ap paragraph defined in	he United oplication of Title 3: Title 37, C	States of Americ is not disclosed 5, United States ode of Federal I	ca listed be in the prior Code, §11: Regulation:	States application elow and, insofor r United States a 2, I acknowledg s, §1.56 which be international fili	ir as the application te the dut ecame
60/135,492		May 24, 1	999	abo	andoned			
(Application Serial No.)		(filing date)		(status-patented, pending, ab		nding, aba	ndoned)	
PCT Application	ons design	ating the U	nited State	95 :				
(PCT Appl. No.) (U.S.	Ser. No.)	(PCT filing	g date)	(status-pater	ited, pendi	ng, abandonec	i)
l hereby appo	int the foll	owing atto	rney(s) and	d/or agen	t(s) to prosecute	this applic	cation and to tro	ansact all

Therese A. Hendricks Reg. 30,389 M. Lawrence Oliverio Reg. No. 30,915

business in the Patent and Trademark Office connected therewith:



Address all telephone calls to Therese A. Hendricks at telephone no. (617) 720-3500. Address all correspondence to

Therese A. Hendricks c/o Wolf, Greenfield & Sacks, P.C., Federal Reserve Plaza 600 Atlantic Avenue Boston, MA 02210-2211

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Inventor's signature

Full name of sole inventor: Lundy Lewis Citizenship: United States of America Residence: 480 Greenville Road

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Post Office Address: Same